

This KM explains the process for requesting a new ICBS account and how to resolve any issues with your password.

ICBS requires a NESS Application Portal (NAP) account to authenticate users and launch the ICBS application. If you have an existing NAP account you can request ICBS access by following the steps below.

End User Solution

Request ICBS access

If you have already have an existing NAP account to access other applications, you can request ICBS access following these steps.

1. Login to NAP: <https://nap.nwcg.gov/NAP/#>
2. Click **Manage Account** from the left menu options
3. In the **Edit Standard User Account** popup window, scroll down to the **Applications Requested** section
4. Check the **ICBS-PROD** checkbox, and click **Save**
5. You will receive an email when the ICBS-PROD role has been added to your NAP account.

NOTE: You need to contact your Cache Account Admin so they can add your NAP account into ICBS.

Password Reset

ICBS now uses NAP to authenticate users. Please follow the NAP password reset KM [35445: NAP Password Reset](#).

New Account Request

The first step in gaining access to ICBS is to request a NAP account. Follow these steps to request a NAP account:

1. Go to the NAP website at <https://nap.nwcg.gov/NAP>.
2. Click **Accept** at the Government Warning.
3. Click **+ Request User Account** in the upper right hand corner.
4. Fill out and submit the form ensuring all information is correct.
5. Select **ICBS-PROD Standard Account** in the **Applications Requested** window.

NOTE: Please ensure you request a Standard Account and NOT a Privileged Account. ONLY a Cache Account Admin can request Privileged accounts. DO NOT select ICBS-TEST.

6. Enter a verification contact that can validate your identity and the need for a NAP account. You CAN NOT validate yourself.

Once you submit the request, is sent to the ICBS Administration team for approval. Upon approval, you will receive an email with your username and a separate email with a temporary password.

NOTE: You must contact your Cache Account Admin to give them your new NAP username to make sure it matches with your ICBS username.

Do not request access to other applications (e.g. ROSS, WIMS, etc.) even if they are ones you use, as this creates delays in issuing a NAP user name and password to you. If you need access to other applications, wait until your account is created to request access to other applications.

Change Password and Setup Security Questions

1. Go to NAP at <https://nap.nwcg.gov/NAP>.
2. Log in with your NAP username and temporary password.
3. Upon log in, you will be prompted to change your password. Follow these password guidelines:
 - Minimum Length = 12 characters.
 - Maximum Length = 32 characters.
 - Must contain at least one upper case alpha character (A-Z).
 - Must contain at least one lower case alpha character (a-z).
 - Must contain at least one digit (0 - 9).
 - Must contain at least one special character !@#%\$%^* (Do not use < > or &)
 - Twenty-four unique new passwords must be created before an old password may be reused.
 - Standard Account Passwords expire after 60 days.
 - Privileged Account Passwords expire after 30 days
 - "Password will expire in X days" warning is displayed for the 10 days prior to expiration.
 - Accounts are locked after 5 failed login attempts per session. There is a 15 minute lockout before users can attempt to log on again.
4. Once your password is changed, click on the **Profile** button on the left side of the screen. The Profile button looks like a person.
5. Click on **Security Profile** at the top right of the window that opens.
6. Select and answer the three Security Questions and then click **Save**.

Helpdesk Solution

Users must contact their Cache Account Administration once they receive their NAP username so they can make sure it matches their ICBS username. If the usernames are different the Cache Account Administrator will create a new ICBS user ID.

When requesting a new account NO users should be requesting ICBS-TEST access, and should only be requesting ICBS-PROD standard or privileged if they are a Cache Account Admin. Requesting access to other applications such as

ROSS or WIMS only causes delays. After the account is created, instruct the user how they can request access to other applications.

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